

CEO MARK RIGOTTI ON SERVICING CLIENTS IN THE MODERN BUSINESS WORLD

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Video

We have invited business leaders to speak to us as part of our "Outside Inside" programme, which brings our clients' voices into the firm and gives us a better understanding of them personally as well as their businesses, strategies, market challenges and opportunities. Many of our clients have told us that they are facing internal pressure to do things more efficiently. They are looking for advisers to provide more flexible resourcing solutions - and more innovative and efficient services.

A recurring theme is that they expect their legal advisers to have deep sector expertise, commercial insight into their business and be able to anticipate challenges - and turn them into opportunities.

"Client service is not just about excellence, and excellent legal advice - it's also about empathy and about making sure the client feels they have got value from the service, that their interests are being looked after, that they're in safe hands," said CEO Mark Rigotti.

CEO Mark Rigotti spoke to business journalist James Ashton about what client service means in the modern business world and his own personal experience.

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